

Departmental Action Plan Template

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Class & Student Number: N341

Academy Week (Var II):

Current situation or challenge you want to address: (must be quantifiable)

- Better reporting of new/used car sales and kpi's

Overall Objective and **Specific** Desired Results:

- Must have real time dealership performance using excel based tool

Describe your action plan in detail (be specific and include before and after **Measurements**)

- Input every deal so we can use it for coaching the sales staff, desking managers, fsm managers

Timeline:

Describe specific short term and long term checkpoints to monitor progress

- Begin Implementation in May and compare them for accuracy with financial statements and kpi's once month has closed

Meeting with Stakeholders (dealership personnel)

Describe what behavior change is needed to support desired goal. Address required coaching, training and/or consequences (PINO, Gain, Pain).

Include timelines / Accountability / Monitoring process

- a. Who: Desk Managers to fill out
- b. What: Excel template that I took from used car week and modified
- c. By When: May 1st start pilot
- d. How:

Dealer agreement:

If you need your sponsors support or approval to implement your plan, have it signed off before you start. If you can proceed on your own, present this action plan to your sponsor before next class. Describe the meeting:

My dealer fully supports the plan and is hoping we can move it from a pilot to a reality at all locations. Attached is a sample of the report. It also breaks it down by salespeople, desk managers.

Scoreboard Totals			
New Car		Pre-Owned	
Total # Retail	57	Total # Retail	26
Total Deliverable this month	42	Total Deliverable this month	26
% of Target generated this month	38%	% of Target generated this month	59%
Average List Price	\$74,054.90	Average List Price	\$50,915.38
Average Discounted Price	\$67,772.19	Average Discounted Price	\$49,422.78
Average Vehicle Gross	\$3,668.04	Average Vehicle Gross	\$3,164.19
Average Days in Stock	36	Average Days in Stock	59
Average Front End Gross	\$830.75	Average Front End Gross	\$186.54
Average Back End Gross	\$210.77	Average Back End Gross	\$403.54
Average BO Gross	\$1,037.82	Average BO Gross	\$590.08
Future Delivery	15	Future Delivery	0